

POSITION DUTY STATEMENT

PM-0924 (REV 7/2014)

CLASSIFICATION TITLE DISPATCHER-CLERK, CALTRANS	OFFICE/BRANCH/SECTION 02 TRAFFIC OPERATIONS- TRAFFIC MANAGEMENT
WORKING TITLE DISPATCHER-CLERK, CALTRANS	POSITION NUMBER 902-367-3710-918
	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general supervision of the Chief, Traffic Management Office, the incumbent is required to provide coverage of the District Office Communications Center. This position is classified as a Dispatcher-Clerk, Caltrans and incumbent must be available for a variety of shifts. Primarily, the incumbent will perform Dispatcher-Clerk duties during, swing, night and weekend shifts as needed during winter storms with the possibility of additional shift work during weekday and non- winter months. A minimum of 40 words per minute typing certificate is required for this position.

Because the Caltrans Communication Center in Redding has access to CHP CAD terminals, existing law requires that a thorough background investigation shall be conducted to verify the absence of past behavior indicative of unsuitability to perform public safety dispatcher duties. The background investigation shall include a check of Department of Motor Vehicle's records and a search of local, State, and national criminal history files to disclose any criminal record. Persons unsuccessful in the investigation cannot be appointed to this position.

TYPICAL DUTIES:

Percentage		Job Description
Essential (E)/Marginal (M) ¹		
50%	E	Transmit and receive messages from field personnel, other local and State agencies, i.e., CHP, police departments, other governmental agencies, fire departments and public works. Topics of messages include, but are not limited to: lane closure information, chain control requirements, unidentified substance spills, answering requests for assistance, request for ambulances, disabled vehicles, traffic accidents, natural disasters, etc. Keep the District Traffic Manager, Emergency Duty Officer and Headquarters informed of any condition that restricts the normal flow of traffic on a state highway in order to maintain accurate road condition information on the Caltrans Highway Information Network (CHIN) system, the Districts Internet chain control map and the Lane Closure System database.
25%	E	Operate a personal computer as required. Maintain written and electronic records of highway conditions; maintain log of message sent and received; provide reports on highway conditions to Headquarters. Perform general clerical duties such as typing, distributing documents, answering telephones, taking messages, filing and processing reports.
20%	E	Transmit and receive highway condition information to/from Headquarters, CHP Dispatch Centers and other Districts utilizing fax machines, e-mail CHP CAD, (computer aided dispatch, receive only) and TMCAL regarding closures, one-way traffic controls and critical incidents.
5%	M	Acts as a supporting member of District 2's Transportation Management Center (TMC): Provides timely and accurate information to TMC staff. Respond to request from TMC staff for incident updates and road conditions. Monitor traffic conditions and incidents over Closed Circuit Televisions (CCTV).

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

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SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

None.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

The single most important requirement for this position is the ability to learn a variety of traffic operation techniques and apply that skill in a reasonable and professional manner. Incumbent must be able to multi-task and critically evaluate emergency situations to effectively direct attention to the highest priority activity; must be able to respond to inquiries and provide accurate and factual information. Employee must keep abreast of latest District policies and procedures in order to answer questions or refer calls to the correct office or program. In Addition:

Knowledge of:

Proper operation of a 2-way radio system and communication procedures and practices. Radio transmission codes and aural brevity. Geography of the District, including location of highways, counties and principal cities. District call-out limits. District programs and functional organization. Traffic control devices and their applications. The Department's safety and health policies and procedures, including the California Code of Regulations, Title 8 Industrial Regulations, Safety Orders, Code of Safety Practices and Safety Manual.

Ability to:

Type at a minimum of 40 words per minute (typing certificate is required). Operate personal computers and software, possess modern office skills. Operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment. Read and write English, write rapidly and legibly at a level required for successful job performance (i.e., correct punctuation, spelling, and grammar usage). Demonstrate the ability to work independently, follow oral and written directions and make decisions with little direct supervision. Deal with emergency and sensitive situations in a calm and professional manner. Work under pressure and maintain composure; follow instructions precisely; listen and translate what is heard into the appropriate action. Work cooperatively and effectively with other office staff and demonstrate proper public contact etiquette. Understand typical workload tasks, set priorities and meet deadlines. Evaluate situations and take effective action based upon accurate understanding of Departmental policies and procedures and understanding of roles and responsibilities within the Traffic office. Perform several functions simultaneously; hear in the presence of significant background noise; extract critical information from incoming calls; recall a variety of situations and retain information.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The activities of the District Office Communications Center relate directly to the health and safety of the traveling public, as well as state employees in the field. Errors could have results varying from increased travel delay to potentially hazardous traffic conditions or life threatening delays in obtaining aid for injured persons. Incumbent must exercise a high degree of initiative and independence judgment when responding to incoming calls and determining the appropriate action to be taken. This requires the correct interpretation of the incoming call and accurate understanding of the Department's programs, policies and procedures.

PUBLIC AND INTERNAL CONTACTS

This position requires extensive internal contacts. The incumbent will be expected to communicate with the Public Information Office and other units within the Department, employees of other governmental agencies, especially with the California Highway Patrol. Incumbent must be able to respond to inquiries and provide accurate and factual information; must be able to deal effectively with others, sometimes under adverse or stressful situations.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

The incumbent is required to sit for long periods of time using a personal computer, keyboard, video display terminal and telephones. The incumbent must be able to function rationally and maintain professional work ethics while communicating and coordinating with others under various conditions, think quickly in emergency situations, read maps and charts quickly and accurately, evaluate oneself in a well-organized, clear and concise manner; perform clerical duties as assigned. Willingness to perform work requiring irregular hours, including evening and night shifts, weekends and holidays; voice well-modulated for radio transmission; clear enunciation; orderliness and normal hearing.

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Employee must have the ability to refrain from insubordination, follow supervisor's and trainer's Instructions, "get along" with supervisors and co-workers, avoid violent behavior, understand and follow Caltrans policies, and avoid disruptive or harassing behavior.

WORK ENVIRONMENT

While at base of operation, the incumbent will work in a climate-controlled office under artificial lighting. Incumbent may also be required to travel occasionally, work outdoors, and may be exposed to dirt, noise, uneven surfaces and/or extreme heat or cold.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE